

Adopted: September 2001, Revised: \_\_\_\_\_

## Class Title: Manager of Technical Support and Operations

### **BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Manages the City's Central Computer Operations Center, Systems Programming and Data Base Administration, and Network Engineering through personnel management, fiscal management, planning, technology leadership and management, resource management, and customer management. Maintains the City's LAN and WAN infrastructure of systems/server backups and data storage. Also maintains the Internet infrastructure and system wide data security.

### **ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Provides personnel management by conducting performance evaluations, interviewing and selecting new employees, training, directing, and coaching employees, and promoting teamwork.
2	S	Offers fiscal management by developing budgets enabling the City to implement and support required technology, reviewing and approving budget expenditures, and benchmarking services against agencies to ensure cost effectiveness and efficiency.
3	S	Creates planning for operations systems by providing leadership in the development of plans for the department, developing goals and objectives that support the organizations plans, and establishing policies and procedures.
4	S	Supplies technology leadership and management by identifying, recommending, and implementing technology that supports the City's business needs, planning, monitoring, and managing the implementations of technology, and selecting vendors and establishing contracts.
5	S	Offers resource management by participating on the Resource Management Team to improve allocation of resources across bureaus, and adjusting priorities and allocating resources to meet City's business needs.
6	S	Provides customer management by meeting with customers to ensure their technology needs are being met, working with customers and staff to resolve any customer issues, and identifying and implementing initiatives that improve customer satisfaction while still meeting organizational needs.

Adopted: September 2001, Revised: \_\_\_\_\_**CLASS REQUIREMENTS:**

<b>CLASS REQUIREMENTS</b>	
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Seven years experience in Information Technology with supervisory experience.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read technical manuals, studies, and publications.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write various summaries, contracts, and requests for proposals.
Managerial	Managerial responsibilities include developing, implementing, and maintaining computer applications, and developing technology standards.
Budget Responsibility	Oversees budget preparation of bureau budget and reviews and approves expenditures of significant budgeted funds for the bureau and may research and prepare recommendations for city-wide budget expenditures.
Supervisory / Organizational Control	Work requires managing and monitoring work performance by directing subordinate supervisors or administrators, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Complexity	Work is widely varied, involving analyzing and evaluating many complex and significant variables. City-wide policies, procedures, or precedents are developed and/or recommended.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. In addition, these incumbents work with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required of the employee. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

Adopted: September 2001, Revised: \_\_\_\_\_**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
--	--	--	--	----------------------------

*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Presentations
Sitting	C	Computer, desk work, meetings
Walking	O	Inter-office, to/from meetings, offsite work
Lifting	N	
Carrying	N	
Pushing/Pulling	N	
Reaching	N	
Handling	N	
Fine Dexterity	F	Computer keyboard, telephone keypad, writing
Kneeling	N	
Crouching	N	
Crawling	N	
Bending	N	
Twisting	N	
Climbing	N	
Balancing	N	
Vision	C	Computer, desk work, reading, supervision of staff
Hearing	C	Staff, supervisor, meetings, telephone, presentations
Talking	F	Staff, supervisor, meetings, telephone, presentations
Foot Controls	N	
Other (specify)	N	

Adopted: September 2001, Revised: \_\_\_\_\_**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Telephone, computer, laser or inkjet printer, Standard Microsoft Windows and Office software, Service Center, Internet Explorer

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
-----------	-------------------------------	--------------------------------	----------------	-----------

HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

(1)

(2)

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
--	--	--	--	----------------------------

NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	R
Noisy/Distracting Environment	N
Other (see 3 below)	N

(3)